



Oracle

1Z0-1064-26

Oracle Fusion Service 2026 Implementation Professional
Exam Version: 6.0

Questions & Answers PDF

(Demo Version - Limited Content)

For More Information - Visit link below:

<https://p2pexam.com/1z0-1064-26>

Question 1. (Single Select)

To create a service request, you log in to Engagement Cloud, navigate to service > Service Request and then click "Create Service Request".

Which set of field must be completed to save the service request (assume as-delivered field properties have not been changed)?

- A: Title, Status
- B: Title
- C: Title, Category, Severity, Status
- D: Title, Status, Problem Description
- E: Title, Category, Severity

Answer: C

Question 2. (Multi Select)

To create a new Survey object, you create a sandbox and set it as active.

Which two statements are correct while creating your Survey object in Application Composer?

- A: Multiple users cannot use your sandbox at the same time.
- B: You can set a second sandbox as Active at the same time in order to begin working on another new object.
- C: Your changes won't be available to any other sandbox or to any application in the mainline application layer until you have published your sandbox.
- D: Your changes are isolated and do not impact other users' configuration environments or the production environment.

Answer: C, D

Question 3. (Single Select)

Your customer has informed you about a possible error in the screen pop-up when receiving a call. The problem is that the edit contact screen pop is shown whenever a call is received but most of the time the calls are regarding open Service Requests. As a result, agents have to navigate to that page, losing time and being ineffective.

What is causing the problem?

A: Rules do not follow an order. When a call is received, the "edit contact" screen pop appears because it is the default rule that has been selected, regardless of the service request number or other tokens received.

B: Rules follow a priority order. When the system finds a contact token it automatically opens the "edit contact" page, because that rule has been configured before the Service request rule, regardless if a service Request token is also available.

C: A configuration in the pages tab of the screen pop is missing, the URL to the page to be displayed has not been provisioned. The URL is empty so the system shows the contact edit page.

D: Screen pops are not configurable. When a call arrives, the system automatically opens the page of the object in question, these cases being the contact page.

Answer: C

Question 4. (Single Select)

When creating localized Digital Customer Service applications, in which order would you perform the following steps?

1. Update the English message as needed for your DCS application.

2. Export the English language message bundle.

3. Translate the English message bundle to all desired languages.

4. Import translated message bundles.

A: 1,3,2,4

B: 3,2,4,1

C: 2,4,3,1

D: 1,2,3,4

Answer: D

Question 5. (Multi Select)

Which four actions does the REST API for Service Requests (SRs) allow?

- A: Update SR milestone
- B: Create SR
- C: Update SR assignee
- D: Delete SR by SR number
- E: Delete SR by SR title

Answer: A, B, C, D

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